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Cgc

EXPRESS MAIL NO. EV330612058US
Attorney Docket No. P5685
Client/Matter No. 80168.0232

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

George Hines

Patent No. 6,859,893 B2

Issue Date: February 22, 2005

For: SERVICE GURU SYSTEM AND METHOD FOR AUTOMATED
PROACTIVE AND REACTIVE COMPUTER SYSTEM ANALYSIS

Certificate
MAR 22 2005
of Correction

CERTIFICATE OF MAILING BY EXPRESS MAIL

ATTENTION: Certificate of Corrections Branch

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Sir:

The undersigned hereby certifies that the following documents:

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relating to the above application, were deposited as "Express Mail", Mailing Label No. EV330612058US with the United States Postal Service, addressed to Certificate of Corrections Branch, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on 16 March 2005.

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MAR 23 2005



Attorney Docket No.: P5685
Client/Matter No: 80168.0232
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Name of Patentee:

George Hines

Patent No.: 6,859,893 B2

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Title: SERVICE GURU SYSTEM AND METHOD FOR AUTOMATED
PROACTIVE AND REACTIVE COMPUTER SYSTEM
ANALYSIS

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**REQUEST FOR CERTIFICATE OF CORRECTION OF PATENT FOR
PTO Mistake (37 C.F.R. 1.322(a))**

DEAR SIR:

An error appears in this patent. The error is a formatting mistake by the PTO. The error occurred in good faith. Correction thereof does not involve such changes in the patent as would constitute new matter or would require reexamination.

Attached hereto in duplicate is form PTO-1050, with at least one copy being suitable for printing.

MAR 23 2005

Please send the certificate to:

William J. Kubida
Hogan & Hartson LLP
One Tabor Center
1200 17th Street, Suite 1500
Denver, CO 80202

Although no fee is believed due, any fee deficiency associated with this transmittal may be charged to Deposit Account 50-1123.

Respectfully submitted,

Date: 15 March 2005

BY: 

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UNITED STATES PATENT AND TRADEMARK OFFICE CERTIFICATE OF CORRECTION

PATENT NO: 6,859,893 *B2*

DATED: February 22, 2005

INVENTOR(S): George Hines

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Column 16, line 33, "catch" should be --patch--

Mailing Address of Sender:
William J. Kubida
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PTO/SB/44 (04-04)

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(Also Form PTO-1050)

UNITED STATES PATENT AND TRADEMARK OFFICE CERTIFICATE OF CORRECTION

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